

MEMORANDUM OF UNDERSTANDING
ONE-STOP CAREER DEVELOPMENT CENTER
WORKFORCE INVESTMENT ACT 1998

INTRODUCTION

This Memorandum of Understanding (MOU) is entered into in accordance with the Workforce Investment Act 1998 (WIA). This agreement among the signature agencies and organizations describes how their resources will be utilized to better serve mutual customers in the West Central Arkansas Workforce Investment Area, and the Hot Springs One-Stop Career Development Center which is part of the Arkansas Career Development Network. It is understood that the center will be a collaborative effort based on trust and teamwork among agencies working together as partners to accomplish a shared goal of improving the quality of life for individuals through employment, training, and education.

This will enhance economic development to better serve the present and future needs of employers in this area. This will be accomplished through a comprehensive One-Stop Career Development Network Center located in _____ and the Center's satellite(s) located in _____.

VISION STATEMENT

The purpose of the Career Development Network Center is to advance the economic well being of our area by developing and maintaining a quality workforce.

_____ Workforce Investment Partners will ensure universal access to services for all customers, provide customer choice in service and service delivery, and ensure accountability in performance and customer satisfaction. These services are designed to connect the unemployed citizen and dislocated worker to a job, prepare the underemployed citizen for a new job, and introduce youth to employment. This will be achieved through the co-location and integration of employment, training, education, and economic development services for youth, job seekers, workers, and employers.

MANAGEMENT AND STRUCTURE

Parties to this agreement will work as partners to ensure that all youth, jobseekers, workers and employers will be served comprehensively, in a seamless system, which addresses their needs, merges common services across programs, and minimizes duplication.

RESPONSIBILITIES: Partners will retain responsibilities for reporting and monitoring of their respective programs. In addition, any tracking request by the career development center will be done as required by the law.

DURATION

This Memorandum of Understanding shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), otherwise by action of law, or in accordance with this section.

Any partner may withdraw from this MOU by giving written notice of intent to withdraw at least 60 calendar days in advance of the effective withdrawal date.

The withdrawal of a partner shall not affect the cost to the remaining partners.

Withdrawal will in no way nullify the MOU for the other partners.

Notice shall be provided to all partners.

All partners may agree to the termination of this MOU in writing.

Any partner may request modification of its terms.

Ratification of the request by all other partners will constitute the modification in question.

CONFIDENTIALITY

All partners agree to honor the attached information release form. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information.

NONDISCRIMINATION AND EQUAL OPPORTUNITY PROVISIONS

1. The partners of this agreement and respective staff assure that applicants, claimants, and , participants of our One-Stop programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief and, if receiving WIA program benefits, citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially-assisted program or activity (Section 188 of WIA and 29 CFR Part 37.20 - identifies civil rights laws).

2. The partners to this agreement will agree on a single One-Stop Equal Opportunity Officer who will process local complaints of discrimination and attempt to address same as prescribed by 29 CFR Part 37, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA."

3. The partners to this agreement will abide by 29 CFR Part: Section 188 of WIA, and implementing directive issued by the State of Arkansas.

COST ALLOCATION PLAN

SHARED FUNDING OF SERVICES *This MOU will not change with the quarterly review and/or adjustments reflected by the Cost Allocation.

A partner can only pay for costs which are allocable to that partner's fund source. Each partner will contribute services and pay for cost associated with those services. If the partners are only sharing space, "fair share" will be charged according to a formula based on square footage as the basis for allocation. The cost per square foot becomes a pooled cost that is direct charged to the partners located at the Career Development Center.

Exceptions to the general principle requiring that costs be shared proportionately may include:

Unrestricted Funds may be used to pay for any portion of the costs, since there are no restrictions on the type or amount of costs these funds may pay.

Partially Restricted Funds may be used to provide services to the general population.

Costs Fully Allowable To More Than One Fund Source may be paid in part or in whole by one of the sources without regard to the rules on cost allocation.

Immaterial Costs are costs so minor in amount that they do not need to be allocated.

Although the _____ Center is designed to be a seamless service delivery system for the customer, available services will be provided from various entities with different funding accountability responsibilities. Because of these various funding streams, this plan has been developed to ensure that each partner bears its fair share of the costs of maintaining the center.

Common Space which is available for use by all partners include: a conference room, break room, reception area, storage and restrooms, computer-resource lab, and testing room.

Dedicated Space is the Space that is for the use of one partner only, this includes the TEA office, School to Work office, WCAPDD, Inc. certified employment managers offices, ESD offices, and Garland County Community College office area.

INDEMNIFICATION

Any public liability claims against the State pertaining to the leased Premises shall be submitted to the Arkansas Claims Commission for adjudication in accordance with Arkansas Code Annotated §19-10-201 et. seq.

SYSTEMATIC REFERRAL PROCESS FOR CAREER CENTER CUSTOMERS

It is agreed that the One-Stop Delivery System partners of this signed MOU will conduct referral for services in the following manner. Common intake will be used to determine the customer's needs. This will

allow staff to make the appropriate referral. The following process will be used for all customers referred for services.

1. Customers will receive a written referral form with the date, time, and place of the appointment.
2. The maximum amount of time to schedule a customer appointment should not exceed three working days.
3. The individual making the appointment will be responsible for follow-up.

CAREER DEVELOPMENT NETWORK PERFORMANCE CRITERIA

It is agreed that the CDN System will strive to achieve the following standard of quality service for its customers, employees, and partners.

All partner agencies can expect:

1. To be listed as a source for applicable referrals for services rendered to customers.
2. To work in a safe and professional environment.
3. To receive fair compensation (reportable numbers) for numbers provided through the partnership.

All job seekers or those seeking employment enhancement can expect:

1. Prompt and courteous service from the staff.
2. The services designed to assist customers in achieving their educational and/or job placement goals.
3. Access to job listings, which includes job description, salary, location, and required experience/education.
4. Unbiased and/or non-discriminatory pre-screening practices.
5. Courteous service from staff representatives.

Employer customers can expect:

1. Ability to post their job openings either openly for access by any job seeker or in a masked format so that potential applicants are screened.
2. Courteous service from staff representatives.
3. Access to job applicants, either screened by the ACDN center or self-referred.

All employees can expect:

1. To work in a safe and professional environment.
2. To receive the best tools to achieve the desired outcomes for their customers.
3. To be fairly compensated for their-services.

All partners will:

1. Deliver high quality services through the Career Development Network Centers.
2. Make a positive attempt to place customers in jobs with family sustaining wages.

3. Make a positive attempt to place customers on jobs for a minimum of 180 days.

GOVERNANCE OF THE ONE-STOP DELIVERY SYSTEM

In accordance with WIA section 117(d), the _____ Workforce Investment Board will select a One-Stop operator with the agreement of the chief elected officials and conduct oversight of the One-Stop system, youth activities and employment and training activities under title I of WIA, in partnership with the chief elected officials.

In accordance with WIA section 121(d), the agreement between the Local Board and the One- Stop Operator shall specify the operator's role. That role may range between simply coordinating service providers within the center, to being the primary provider of services within the center, to coordinating activities throughout the local One-Stop system.

Each partner in the One-Stop delivery system agrees to abide by the Federal and State Laws and Regulations that apply to their individual programs.

CONFIDENTIALITY

PERSONAL INFORMATION RELEASE

I hereby authorize the Hot Springs Career Development Network Center to use and exchange all pertinent personal information with all I-Stop Partners as necessary to better serve my needs.

I understand that all exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the 1-Stop Partners collecting, receiving, or sharing information.

Name

Signature

Witness

Date

Date

Example

The following are the services that will be delivered through the Career Development Network, along with those agencies responsible for delivering those services and the various funding resources that each will bring to the operation:

| CORE SERVICES | AGENCIES | REVENUE SOURCES |
|--|--|--|
| Intake | WCACDCS, INC. WIA ES DHS Voc Rehab. TEA AARP STW Green Thumb ADE/Lit WCAPDD, Inc. | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Department Human Services WIA Title IV Rehabilitation Act . Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V School to Work Act 1994 Older Americans Act of 1965 Title V WIA Title II WtW |
| One-Stop Services Orientation | WCACDCS, INC. WIA GCCC DHS Voc. Rehab. TEA AARP Green Thumb STW WCAPDD, Inc. | WIA Title I, Subtitle B Perkins -GCCC Funding Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 WtW |
| Assessment | WCACDCS, INC. WIA GCCC JC DHS Voc. Rehab. TEA AARP Green Thumb STW Quapaw Tech. ADE/Lit. VA* WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only) WtW |
| Job Search, Placement Assistance, Career Counseling | WCACDCS, INC. WIA ES GCCC JC DHS HUD Voc. Rehab. TEA AARP Green Thumb STW Quapaw Tech ADE/Lit. WCAPDD, Inc. | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II WtW |
| Labor Market Information | ES GCCC JC Voc. Rehab. STW Quapaw Tech WCAPDD, Inc | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act School to Work Act 1994 Perkins WtW |

The following are the services that will be delivered through the Career Development Network, along with those agencies responsible for delivering those services and the various funding resources that each will bring to the operation:

| Local Area Performance and One-Stop Delivery System Information | WCACDCS, INC. WIA Green Thumb | WIA Title I, Subtitle B Older Americans Act of 1965 Title V |
|---|---|---|
| CORE SERVICES | AGENCIES | REVENUE SOURCES |
| Local Area Supportive Services Information & Referral | WCACDCS, INC. WIA ES GCCC DHS HUD Voc Rehab. TEA Green Thumb Quapaw Tech. ADE/Lit VA & CVSO WCAPDD, Inc. | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins Department Human Services Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act . Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D (County Veteran Service Officer) WtW |
| Filing UI Claims Information | ES | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B |
| Establishing Eligibility WtW Financial, training and education | WCAPDD WIA JC DHS Voc. Rehab. TEA STW | WtW WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) School to Work Act |
| Follow-up Title I Individuals Unsubsidized Employment | ADE/Lit. WCACDCS, INC. WIA JC DHS | WIA Title II WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services |
| Eligibility Determination Title I of WIA | WCACDCS, INC. WIA JC DHS | WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services |
| Resource Room Usage | WCACDCS, INC. WIA JC HUD AARP STW Quapaw Tech. ADE/Lit. | WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) Older Americans Act of 1965 Title V School to Work Act Perkins WIA Title II |
| Job Referrals | ES GCCC JC DHS Voc. Rehab. AARP STW Quapaw Tech. ADE/Lit. WCAPDD, Inc. | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II WtW |
| Talent Referrals | ES STW | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B School to Work Act 1994 |
| Screened Referrals | ES JC | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps) |

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| Job Clubs | AARP STW | Older Americans Act of 1965 Title V School to Work Act |
| Internet Browsing Job, Information & Training Searches Internet Browsing... cont'd | WCACDCS, INC. WIA ES GCCC JC HUD Voc Rehab. STW Quapaw Tech. ADE/Lit | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act School to Work Act 1994 Perkins WIA Title II |
| Internet Accounts Career Kit Personnel Kit | STW | School to Work Act 1994 |
| | | |
| CORE SERVICES FOR EMPLOYERS | AGENCIES | REVENUE SOURCES |
| Labor Market Information | ES GCCC JC Voc Rehab. | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act |
| Training Program Information | WCACDCS, INC. WIA GCCC JC DHS HUD Voc. Rehab. TEA AARP STW Quapaw Tech. ADE/Lit. VA | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V School to Work Act Perkins WIA Title II WIA Title I Subtitle D |
| Skills Assessment | WCACDCS, INC. WIA GCCC JC DHS Voc. Rehab. AARP TEA Green Thumb Quapaw Tech ADE/Lit. VA* WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins Department of Human Services WIA Title I Subtitle D (Disabled Veterans Only) WtW |
| Screened Referrals | ES GCCC JC Voc Rehab. Green Thumb WCAPDD, Inc. | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V WtW |
| WOTC & WtW Tax Credits | ES DHS Voc Rehab. WCAPDD, Inc. | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Department of Human Services WIA Title IV Rehabilitation Act WtW |

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| Access to Talent Bank | WCACDCS, INC. WIA WCAPDD, Inc. | WIA Title I, Subtitle B WtW |
| Access to Economic Development Information | WCACDCS, INC. WIA GCCC JC Quapaw Tech. WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Perkins WtW |
| Job Restructuring | JC Voc Rehab. VA* | WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act WIA Title I Subtitle D (Disabled Veterans Only) |
| Labor Law Information | WCACDCS, INC. WIA ES GCCC Quapaw Tech. ADE/Lit. | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins Perkins WIA Title II |
| | | |
| INTENSIVE SERVICES | AGENCIES | REVENUE SOURCES |
| Comprehensive and Specialized Assessments of Skills Levels and Service Needs | WCACDCS, INC. WIA GCCC JC Voc Rehab. AARP Quapaw Tech. ADE/Lit. VA* WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only) WtW |
| Individual Employment Plan Development | WCACDCS, INC. WIA ES (Vets Only) GCCC JC DHS Voc. Rehab. AARP Green Thumb STW WCAPDD, Inc. | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 WtW |
| Group Counseling | WCACDCS, INC. WIA GCCC JC Voc. Rehab. ADE/Lit. WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act WIA Title II WtW |
| Individual Counseling and Career Planning | WCACDCS, INC. WIA GCCC JC DHS Voc Rehab. TEA AARP Green Thumb STW Quapaw Tech. VA* | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title I Subtitle D (Disabled Veterans Only) |

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| | WCAPDD, Inc. | WtW |
| Case Management For Participants Seeking Training | WCACDCS, INC. WIA ES (Vets Only) JC DHS Voc Rehab.. Green Thumb VA* | WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V WIA Title I Subtitle D (Disabled Veterans Only) |
| Short Term Prevocational Services - learning, communications, interviewing, personal maintenance, professional conduct – to prepare individuals for unsubsidized employment or training | WCACDCS, INC. WIA GCCC JC HUD Voc Rehab. TEA AARP Green Thumb STW Quapaw Tech. ADE/Lit. VA* WCAPDD, Inc. | WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only) WtW |
| TRAINING SERVICES | AGENCIES | REVENUE SOURCES |
| Occupational Skills Training | GCCC DHS* Voc. Rehab. TEA AARP Green Thumb Quapaw Tech. VA* | Perkins Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V Perkins WIA Title I Subtitle D (Disabled Veterans Only) |
| On-the-Job Training | ES (Vets Only) JC DHS* Voc. Rehab. TEA AARP Green Thumb STW Quapaw Tech. VA* WCAPDD, INC. | WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title I Subtitle D (Disabled Veterans Only) WtW |
| Programs combining workplace training with related instruction | GCCC DHS* JC Voc. Rehab. STW Quapaw Tech. ADE/Lit. WCAPDD, Inc. | Perkins Department of Human Services WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act School to Work Act 1994 Perkins WIA Title II WtW |
| Training Programs Operated by the Private Sector | GCCC DHS* Voc. Rehab. Green Thumb | Perkins Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V |

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| | WCAPDD, Inc. Quapaw Tech | WtW Perkins |
| Skill Upgrading and Retraining | GCCC DHS* Voc Rehab.. AARP Quapaw Tech. ADE/Lit. VA WCAPDD, Inc. | Perkins Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D WtW |
| Entrepreneurial Training | GCCC DHS* | Perkins Department of Human Services |
| Job Readiness Training | GCCC. JC DHS* Voc. Rehab. TEA Quapaw Tech. WCAPDD, Inc. | Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Perkins WtW |
| Adult Education and Literacy activities provided in combination with any of the above training services | JC DHS* TEA Green Thumb Quapaw Tech. ADE/Lit. WCAPDD, Inc. | WIA Title I, Subtitle B Department of Human Services Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins WIA Title II WtW |
| Customized training conducted with a commitment by an employer to employ upon successful completion of training | GCCC. Voc. Rehab. Green Thumb Quapaw Tech. WCAPDD, Inc. | Perkins WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins WtW |
| | DHS* done as a referral For other agencies | |
| | | |
| OTHER SUPPORT SERVICES | AGENCIES | REVENUE SOURCES |
| Needs related payments | WCACDCS, INC. WIA GCCC DHS TEA Quapaw Tech. | WIA Title I, Subtitle B Perkins Department of Human Services Welfare Reform Act (Dept. Human Services) Perkins |
| Transportation | GCCC JC DHS TEA Quapaw Tech. WCAPDD, Inc. | Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services Welfare Reform Act (Dept. Human Services) Perkins WtW |